

FACT SHEET

USAID/PHCPI Model Clinics

About the Model Clinics Program

The USAID/PHCPI Model Clinics program was established in partnership with the Iraqi Ministry of Health (MoH) to support the Ministry's efforts to improve the quality of primary health care (PHC) services provided to the Iraqi people. The program aims to upgrade 36 selected primary health care centers (PHCCs) to an agreed-upon model standard. PHCPI and the MoH envision a model clinic as "a clinic equipped with modern medical equipment, stocked with the needed drugs and medical supplies, staffed with well-trained providers who are in compliance with MoH clinical protocols and guidelines and efficiently functioning within a reliable health system." The MoH intends to upgrade the balance of the 360 clinics targeted under the PHCPI project to this model standard.

Model Clinics Criteria

To be considered a model PHCC, a clinic must have specific criteria that define the minimum level of care that should be offered to its clients. These criteria should be applicable to the Iraqi context and essential for the optimal functioning of the PHCC.

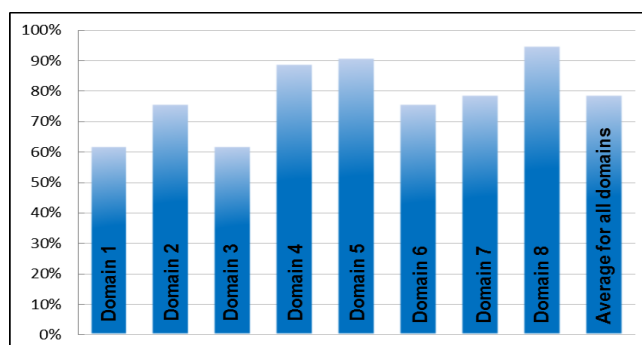
With this in mind, the MoH and PHCPI identified and agreed on a set of 86 standards that cover all elements of a fully functional model clinic. The standards were grouped into eight domains:

- Domain 1: Physical structure, utilities and furniture;
- Domain 2: Cleanliness and infection control;
- Domain 3: Patients' rights and client care;
- Domain 4: Diagnostic and pharmaceutical services;
- Domain 5: Health promotion and community partnership;
- Domain 6: Leadership, management and quality improvement;
- Domain 7: Medical records and continuity of care;
- Domain 8: Maternal and child health.



Model Clinics Assessment

Using these standards as a reference, PHCPI carried out an assessment of the 36 model clinics in July 2013. In total, the centers provide PHC services to 1,259,680 Iraqis living within the catchment areas of the clinic. Many of the clinics do well on some of the standards but need more support to ensure proper operation and quality services. PHCPI will continue to work with MoH to achieve rapid results, targeting the gaps identified in the assessment.



Summary of assessment results for all domains

Preparing the Clinics to become MoH/PHCPI Model Clinics

PHCPI considers clinic functionality to be determined by both structural as well as process elements. Structural elements include the condition of buildings, access to running water and electricity, availability of equipment and medical supplies, among others. Process elements encompass systems of care and include compliance with clinical guidelines and quality of clinical services.

To achieve the goals of the Model Clinics Program, USAID/PHCPI is working with the MoH to refurbish 36 PHC Centers with all of the required medical equipment and supplies necessary to effectively provide the services outlined in Iraq's Basic Health Services Package (MoH, 2009) and to apply the knowledge and skills obtained through USAID/PHCPI training and capacity building activities.

In addition, PHCPI will provide technical and capacity building assistance to PHC clinic staff, to ensure that each model clinic is delivery professional care that meets international standards. Image building and positioning of the model clinics as centers of excellence will stimulate the improvement process in other centers and provide a successful operational and managerial setup that can be used as a platform for the MoH to replicate in other PHCCs throughout the country.

Provision of Biomedical Equipment

As of September 30, 2013, delivery and installation of the PHCPI-procured equipment has been completed. The equipment has been installed, tested, and determined to be operational in all centers. Application and instrument operation training was conducted in all of the clinics, and a total of 89 MoH staff were trained on how to use and operate the new equipment. Maintenance and service training is currently being arranged.



Capacity Building and Training Programs for Model Clinics Staff

A total of 1,248 (including 830 male and 418 female) MoH staff from the model clinics participated in USAID/PHCPI capacity building and training activities. The following table summarizes the different capacity building activities in which model clinics staff were trained:

Type of Capacity Building Activity/Training	Number of Trained MoH Model Clinics Staff
Training of trainers (ToT) course	56
Leadership and management	55
PHC Management Handbook	110
Medical Records	325
Facility and equipment maintenance management	106
Community health partnership	146
Referral System	34
PHC clinical guidelines	454
Supportive supervision	18
Total Number of MoH Model Clinics Staff Trained	1,248

For more information, please contact:

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